

Administrative Vendor - Performance Report September 2007

Single Point of Entry Performance Standard	Contracted Level	Level Met	Data Descriptions
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	98%	99.6%	26,056 applications processed in 4 days out of 26,148 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	5%	0%	0 blocked out of 130,261 calls attempted*
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	5%	4.6%	7,798 out of 130,261 incoming calls*
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	100%	100%	3,304 returned in 2 days out of 3,304 voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within three (3) business days after receipt from SPE.	99%	99.9%	17,804 out of 17,824 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	99%	100%	111 out of 111 appeals
		99.9%	14,765 out of 14,767 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	99%	99.9%	78,710 out of 78,820 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	3%	0%	0 blocked out of 177,037 calls attempted*
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	3%	.59%	1,281 abandoned calls out of 177,037 incoming calls*
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	85% in 25 seconds	86%	99,728 calls answered in 25 seconds out of 120,347 calls answered*
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	100%	100%	245 returned in 2 days out of 245 total voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Administrative Vendor - Quality and Accuracy Performance Report August 2007

Single Point of Entry Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	98%	98%	594 applications screened correctly out of 606 applications

Healthy Families Program Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	98%	98.3%	393 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	98%	98%	395 applications with correct eligibility determinations out of 403 HFP AER applications
Accuracy of adjudications of HFP appeals received.	98%	100%	106 appeals with correct appeal determinations out of 106 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	98%	100%	1,151 correct and successful 834 transactions generated out of 1,151 triggering events
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	98%	99.8%	1,198 correct generated and successfully posted plan files out of 1,200 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	98%	100%	1,200 correct determinations and successfully generated plan files out of 1,200 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.